



Linking Strategic Direction to Performance

Presented by Mara Campbell

April 6, 2005

MoDOT's Method:

- **Strategic Advance – November 2004**
 - **Attendees**
 - **Approach**
 - **Products**
 - **Mission Statement**
 - **Values**
 - **Tangible Results**

MoDOT's Mission Statement

**Our mission is to
provide a world-class
transportation experience
that delights our customers and
promotes a prosperous Missouri.**

STOP...

- Trivia questions...

MoDOT's Tangible Results & Value Statements



“MoDOT’s Tracker is a tool for everyone at the Missouri Department of Transportation to assess how well the department is delivering services and products to its customers. Like an actual tracking system, this tool can only show the direction in which the department is headed. The department must determine if it is going in the right direction to best serve its customers.”

-- Pete Rahn

Tracker

Measures of Departmental Performance

August 2005



Missouri Department of
Transportation



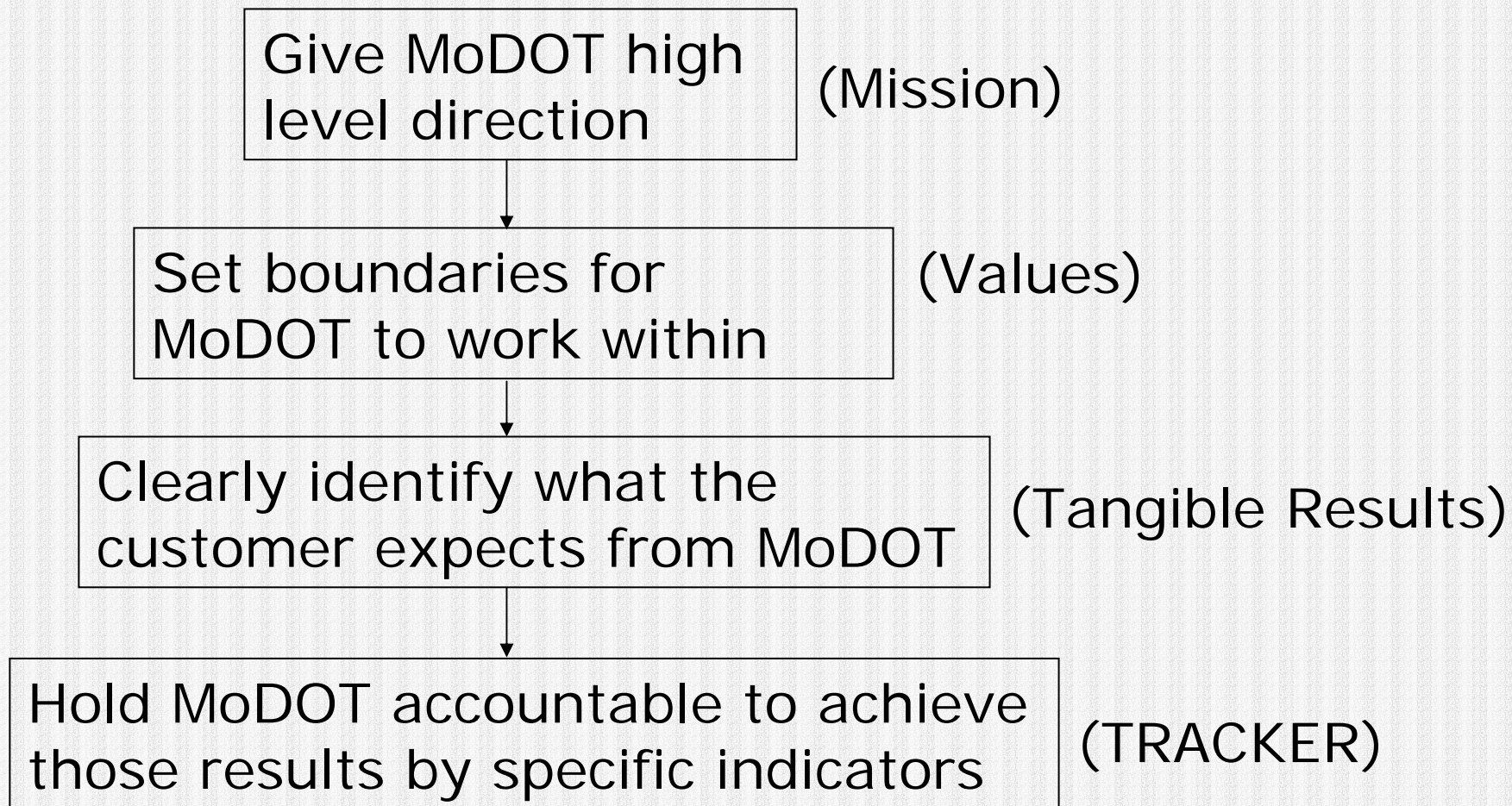
MoDOT's TRACKER

- **Over 120 measures covering 18 Tangible Results**
- Each measure has a Tangible Results Driver and Measurement Driver
- Review quarterly
- 85% "there"
- ✓ Check it out on the web:
http://www.modot.state.mo.us/about/general_info/Tracker.htm

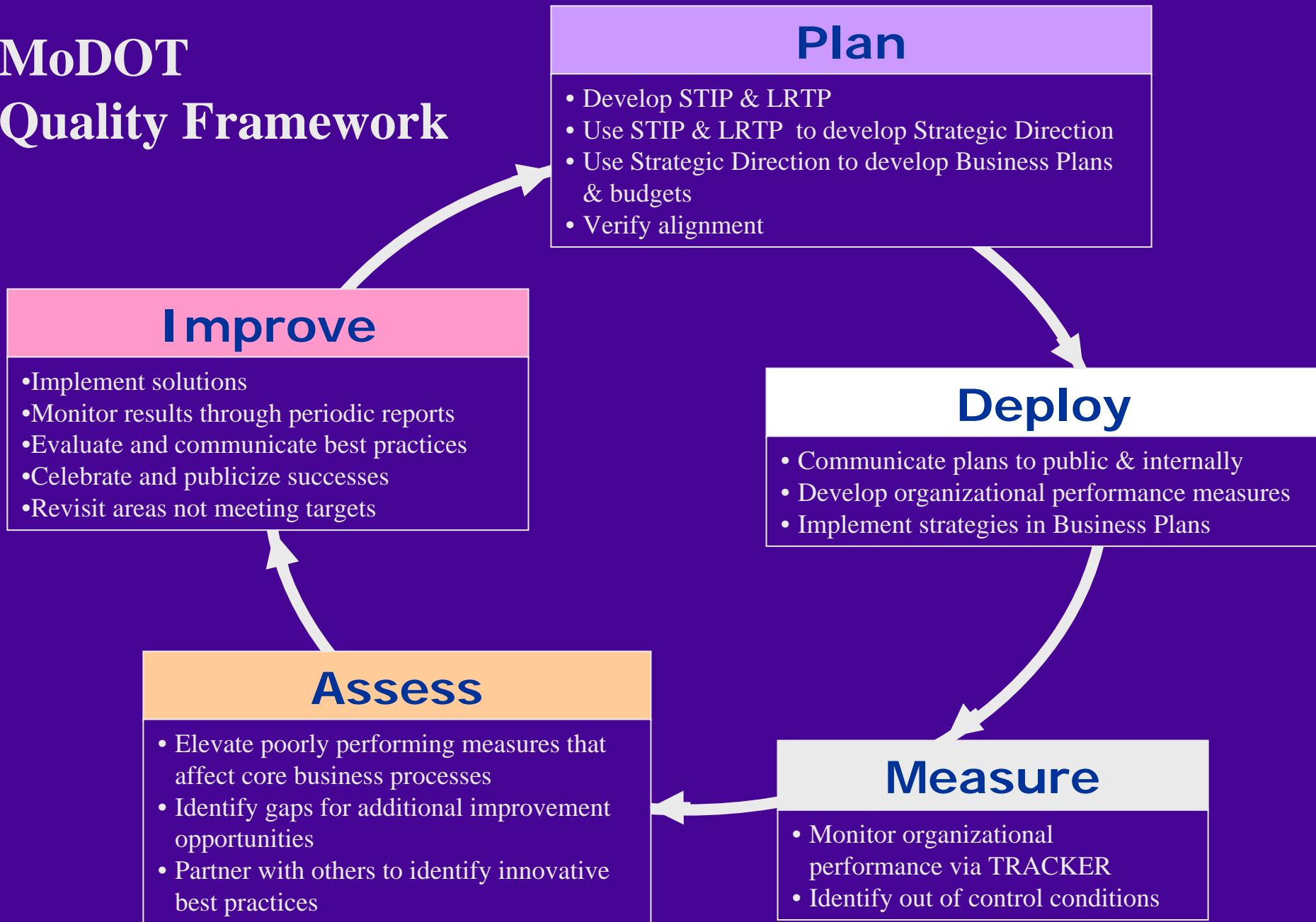
STOP...

- Trivia questions...

So... How does Strategic Direction Link to Performance?



MoDOT Quality Framework



STOP...

- Trivia questions...

So far... Our Lessons Learned:

- Must have buy-in from top management
- People don't like to be "rushed" and given timeframes
- Skeptical -- "Here we go again!"
- Implementation – must make it happen

Thank You!

Any Questions???

Contact:
Mara Campbell
Strategic Planning
Missouri Dept. of Transportation
105 W. Capitol Ave.
Jefferson City, MO 65109
(573) 526-2908
Mara.Campbell@modot.mo.gov

